

06/07/00  
JC846 U.S. PTO

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I hereby certify that this application is  
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Commissioner of Patents and Trademarks,  
Washington, D. C. 20231.

**PATENT APPLICATION**

**IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE**

Frank J. Bogart  
Camille Gabriel  
Sarah Hildebrandt Kiefhaber  
Gary S. King  
Rebecca Kay Phelps

Lynn Williams  
(Printed name of person mailing paper or fee)  
Lynn Williams  
(Signature of person mailing paper or fee)

**CASE** 18-3-1-4-1

**TITLE** Multimedia Customer Care Center Having A Layered Control Architecture

**ASSISTANT COMMISSIONER FOR PATENTS  
WASHINGTON, D.C. 20231**

Jc531 U.S. PRO  
09/588963  
06/07/00

**SIR:**

**NEW APPLICATION UNDER 37 CFR § 1.53(b)**

Enclosed are the following papers relating to the above-named application for patent:

Specification  
11 Formal Sheets of drawing(s)  
1 Assignment(s) with Cover Sheet  
Declaration and Power of Attorney  
Information Disclosure Statement

CLAIMS AS FILED				
	NO. FILED	NO. EXTRA	RATE	CALCULATIONS
Total Claims	13 - 20 =	0	x \$18 =	\$0
Independent Claims	2 - 3 =	0	x \$78 =	\$0
Multiple Dependent Claims, if applicable			+ \$260 =	\$0
Basic Fee				\$690
			<b>TOTAL FEE</b>	<b>\$690</b>

Please file the application and charge **Lucent Technologies Deposit Account No. 12-2325** the amount of \$690, to cover the filing fee. Duplicate copies of this letter are enclosed. In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 12-2325** as required to correct the error.

The Assistant Commissioner for Patents is hereby authorized to treat any concurrent or future reply, requiring a petition for extension of time under 37 CFR § 1.136 for its timely submission, as incorporating a petition for extension of time for the appropriate length of time if not submitted with the reply.

Please address all correspondence to **Docket Administrator (Room 3C-512), Lucent Technologies Inc., 600 Mountain Avenue, P.O. Box 636, Murray Hill, New Jersey 07974-0636**. However, telephone calls should be made to me at 303-538-4154.

Respectfully,

*David Volejnicek*

David Volejnicek  
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Date: JUN - 7 2000  
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